



KEEPING IT SAFE

Department of
LIQUOR CONTROL

240-777-1904
www.montgomerycountymd.gov/dlc



Division of Licensure, Regulation and Education

SERVER LIABILITY

Establishments need to be careful of over-service both for liability, in keeping patrons safe, and to keep customers enjoying themselves so they will come back.

- Offer high-protein foods to patrons before consumption begins. It helps absorb some of the alcohol hindering it from entering into the blood stream.
- Serve a glass of water with the first alcohol drink, without asking.
- Document the details of incidents such as refusing alcohol service, arranging transportation for a guest, refusing the false ID of a minor and calling police to your establishment. An incident report can be used internally to assess your alcohol service and can be helpful in the event of a lawsuit. Save incident reports for 3 years.
- Train servers to be aware of the alcohol content of different drinks. For your next staff meeting, layout drink glasses for beer, wine and shots and have servers free pour colored water in the glass, have them try to get as close to a 12 oz. beer, 5 oz. wine and 1.5 oz. shot as possible. Measure out the liquid and see who is closest.
- Create written guidelines for handling intoxicated guests, be sure to encourage tact. If the intoxicated guest resists, get him away from other patrons so he can be spoken to privately.
- Encourage servers to cut off alcohol service to someone who has had too much to drink. Managers should verbally let staff know they will back them up when alcohol service is cut off. While it may not be popular in the moment, customers will thank you later for watching out for them.

For additional information please call the Community Outreach Office at 240-777-1904/240-777-1989 or e-mail us at dlc@montgomerycountymd.gov